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CALL FOR APPLICATIONS

IT Assistant (FG III)
EIT (Budapest)

Ref.: EIT/CA/2014/93

The European Institute of Innovation and Technology (EIT), established on 11 March 2008 by the European Parliament and the Council, aims to become a flagship for excellence in European innovation. The EIT is the first European initiative to integrate fully the three sides of the 'Knowledge Triangle' (higher education, research, business-innovation) and will seek to stand out as a world-class innovation-oriented reference model, inspiring and driving change in existing education and research institutions. Conceived with a clear market-driven focus, the EIT will favour sustainable economic growth and job creation throughout the Union by generating new skills, products, services and business responding both to public demand and to the needs of the knowledge economy.

The EIT is now organising a call for expressions of interest with a view to establishing a reserve list for Contract Staff (CA) for the profile of **IT Assistant**. The place of employment will be Budapest, where the EIT seat is located.

More information about the EIT, its structure and activities can be found at: http://eit.europa.eu.

The job

1 Profile

Reporting to the Head of Unit Services and Finance, the IT Assistant will ensure local IT helpdesk support, systems administration and will contribute to the implementation of document management and related areas at the EIT.

1.1 Tasks

In particular the jobholder will be asked to perform the following tasks, under the supervision of the IT Officer:

- Install, configure, monitor and administer computer systems and networks, both physical and virtualised;
- Ensure the proper recording, follow-up and resolution of IT incidents and change requests;
- Ensure proper configuration and troubleshooting of hardware, software and peripheral equipment;
- Implement the back-up policy and disaster recovery policy, and contribute to their improvement;
- Configuration and administration of Exchange, SharePoint, SQL, Lync and UAG servers;
- Support the internal telephony and IP-based videoconferencing systems;
- Support logistically the IT related activities – IT inventory, receiving and moving of IT equipment;
- Assist in the design, writing and deployment of ICT policies, procedures and guidelines, contribute in the drafting of technical specifications for procurement needs;
- Assist with document management procedures, including internal planning, co-ordination and reporting;
- Provide user training on specific or standard office applications and produce technical and user-oriented documentation;
- Any other tasks corresponding to the function and grade, as deemed necessary in the interest of the service.

Qualifications and experience required

2 Eligibility criteria

2.1 General conditions

By the closing date of this call candidates must:
- be nationals of a Member State of the European Union or an EFTA State[1];
- enjoy their full rights as citizens[2];
- have fulfilled any obligations imposed by national laws concerning military service;
- meet the character requirements for the duties involved;
- be physically fit to perform their duties[3]

2.2 Education

- Candidates are required to have a post-secondary education attested by a diploma, or secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years [4].

Only qualifications issued by EU Member State authorities and qualifications recognised as equivalent by the relevant EU Member State authorities will be accepted[5].

2.3 Experience

Candidates must have, at the closing date for applications, professional experience, directly relevant to the tasks, of at least 3 years[4] (at least 6 years in the case of secondary education), including professional experience directly relevant to the tasks of at least 2 years.

2.4 Language skills

Candidates must have a thorough knowledge of one of the languages of the EU and a satisfactory knowledge of another language of the EU[6] to the extent necessary for the performance of her/his duties.

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[1] Iceland, Norway, Switzerland, and Liechtenstein.

[2] Prior to the appointment, the successful candidate will be asked to provide a Police certificate confirming the absence of any criminal record.

[3] Before being engaged, a member of staff shall be medically examined by one of the institution's medical officers.

[4] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to the profile in question (University degree for AD posts). Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Fellowships, grants and PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once (e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period of the former).

[5] In case of qualifications issued by authorities outside EU Member States, the proof of recognition of equivalence by the relevant EU Member State authorities must be specifically mentioned in the online application form under `Additional information`. In case of invitation to an interview, the above proof must be provided.

[6] Bulgarian, Czech, Croatian, Danish, Dutch, English, Estonian, Finnish, French, Irish, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

3 Selection criteria

Essential:
- Suitability to perform the tasks described in Section 1.1;
- Hands-on experience in Microsoft technologies: Windows Server 2008, 2012; Exchange Server 2010; SharePoint Server 2010, 2013; SQL Server 2008, Microsoft Office 2010;
- Experience with virtualisation infrastructure (VMware ESXi and vSphere 5);
- Good working knowledge and experience in configuring and administering TCP/IP networks
- Experience with NAS technologies;
- Proven experience in the management and support of ICT infrastructure for corporate/agency environments;
- Very good command of oral and written English;
- Organizational and problem-solving skills;
- Service-oriented attitude;
- Ability to work well with others but also independently.

Advantageous:
- Experience with SharePoint – configuring and managing site collections and user permissions;
- Experience with configuration and administration of Cisco switches, firewalls and IP telephony;
- Relevant experience of document management systems;
- Knowledge of and experience with the organisation, structure and working procedures of the EU Institutions and Agencies;
- Knowledge and experience in the EU procurement procedures, especially in the field of IT;
- Experience of working in a multicultural environment, preferably with a multidisciplinary approach;
- Ability to work well under pressure and to respond quickly to new demands.

The Selection process

4 How to apply

Please consult the Guide for Applicants on the [EIT website](). It contains detailed instructions to help you submit your application correctly.

Only applications online through the EU CV Online system[7] will be accepted.

To apply, you must register in the EU CV Online system via the link provided on the EIT website, and follow all instructions concerning the various stages of the procedure. Applications shall be made in English. **Before applying, you should carefully check whether you meet all the eligibility criteria.**

It is your responsibility to complete your online registration in time. We strongly advise you not to wait until the last few days before applying, since heavy Internet traffic or a problem with the Internet connection could lead to your online registration being interrupted before you complete it, thereby obliging you to repeat the whole process. Once the deadline has passed, you will no longer be able to register.

No supporting documents are required at this stage – these will be required later from candidates invited to interview (see section 5.3).

On completion of your online registration, you will receive on screen a registration number, which you must note. Once you receive this number, the registration process is finished. This will be your reference number in all matters concerning your application. If you do not receive a number, your application has not been registered!

An acknowledgement of your application will be sent to the e-mail address indicated in your application. It is your responsibility to verify that you provide the correct e-mail address.

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[7] The EU CV Online, managed by the European Commission, is the tool used by the EIT for recruitment purposes. Instructions of use can be found on the EIT's Guide for Applicants, on the EIT website.

Deadline for applications: 7 February 2014 at midday (12:00 Budapest time)

5 Steps of the selection procedure

5.1 Admission to the selection procedure

After the deadline for online registration, the selection committee will check the submitted applications against the general and specific conditions described in Section 2. Applications satisfying these conditions will then be assessed against the selection criteria under Section 3.

5.2 Initial assessment of the applications

The selection committee will assess each eligible application according to the qualifications and training, professional experience and motivation of the candidate with respect to the profile described in Section 1.1.

5.3 Written tests and interview

Upon completion of the profiles' evaluation, the 8 most suitable candidates for the post - based on the highest scores in the pre-selection screening - will be invited to undergo written tests and an interview, which will be held in Budapest.

Details of the time, date and address of the tests and interview will be communicated to candidates in due time.

Candidates invited to this stage of the selection procedure will be requested to submit electronically, prior to the tests/interview, a non-certified copy of the their diploma(s) and evidence of their professional experience, clearly indicating the starting and finishing dates, the function(s) and the exact nature of the duties carried out.
Prior to contract signature, the successful candidate(s) will be required to provide original versions of documents proving the eligibility criteria.

The written tests shall consist of the following components, in accordance with the level and profile of the position advertised:

- General aptitudes and language abilities to the extent necessary for the performance of their duties,
- Knowledge of European integration and institutions,
- Specific competencies with reference to their profiles.
The above-mentioned components can be combined.

An interview with the selection committee will take place on the same day as the written tests. The selection committee will then carry out an assessment of the candidate according to the selection criteria described in Section 3.

The interview and written tests will be done in English.

5.4 Verification of documents and scrutiny

The candidates' application will be checked against supporting documents provided in order to confirm the accuracy and eligibility of the application.

If, at any stage in the procedure, it is established that the information in an application has been knowingly falsified, the candidate will be disqualified from the selection process.

You will also be disqualified if you:
- do not meet all the eligibility criteria;
- do not provide all the required supporting documents.

5.5 Reserve list

The selection committee will place the most suitable eligible candidates on a draft reserve list, which will be drawn up in order of merit. This draft will be submitted to the Appointing Authority of the EIT for approval. The adopted reserve list will be valid until 31 December 2014. Reserve lists may be extended by decision of the EIT. Prior to being offered a post, candidates on a reserve list may be required to undergo further evaluation by the EIT (e.g. including a further interview).

Inclusion on a reserve list does not imply any entitlement to employment in the EIT.

5.6 Information

The text of this Call for Expressions of Interest contains all the information required. Nevertheless, if you have a question, please consult the Guide for applicants on the EIT website. If you have further questions, please contact the EIT via jobs@eit.europa.eu, clearly mentioning the reference of the vacancy notice, your registration number and the nature of your request.

Please note that due to the large volume of applications received, only candidates selected for the interviews will be contacted.

Other important information
6 General information

6.1 Equal opportunities

The EIT applies a policy of equal opportunities and accepts applications without discrimination on any grounds.

6.2 Selection Committee

A selection committee will be appointed. Please note that the Selection Committee's internal proceedings are strictly confidential and that any contact with its members is strictly forbidden.

6.3 Approximate timetable

The selection process may take some months to be completed; no information will be released during this period.

6.4 Recruitment conditions / Career

Successful candidates may be offered a contract as a member of the contract staff in accordance with Article 3a of the Conditions of employment of other servants of the European Communities for an initial period of 5 years. The contract may be renewed for a further period of up to 5 years. The place of employment will be Budapest.

6.5 Conditions of employment

Successful applicants who are offered a contract of employment will be placed on entry into service in grade 8, 9 or 10 in function group III, according to the length of their professional experience. The estimated net monthly salaries for Contract Staff at the grades mentioned above, as at 1 January 2014 in Budapest[8], are:

- Grade 8: € 1.634,06
- Grade 9: € 1.848,10
- Grade 10:€ 2.019,82

Depending on the individual family situation and the place of origin, staff members may be in addition entitled to:

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[8] This estimate already includes a correction coefficient of 76.1%, currently applied to salary and allowances paid in Budapest. Deductions for the community tax and contributions for medical insurance, pension and unemployment insurance are already included in this estimate. Salaries are exempted from national tax. The salary is paid in the local currency: Hungarian Forint (HUF).

- Expatriation or foreign residence allowance (16 % or 4 % of the basic salary)
- Household allowance (2% of basic salary + €170.52)
- Dependent child allowance (€372.61 / child)
- Education allowance (The EIT shall cover schooling fees for children of EIT staff members attending or applying to international schools that have signed a cooperation agreement with the EIT. Covered under these provisions are staff member`s children from the age of 5, and attending, regularly or on full time basis, or applying for primary or secondary education in an international school, after having been considered eligible by the EIT)
- Installation allowance (one or two basic salaries if the period of service is three years or more)
- Reimbursement of removal costs
- Initial temporary daily subsistence allowance (Staff entitled to the household allowance: €39.17 per day for a period of 180 days; but if you are a probationer, the daily subsistence allowance is granted for the period of probation plus one month; Staff not entitled to the household allowance: €31.58 per day for a period of 120 days)

Other features of working conditions applicable at the EIT are:
- Annual leave entitlement of two days per calendar month plus additional days depending on grade and age. 2,5 days' home leave per annum if you are entitled to the expatriation or foreign residence allowance
- General and applicable technical training plus professional development opportunities
- EU Joint Sickness and Insurance Scheme, accident and occupational disease insurance coverage, unemployment and invalidity allowance
- After 10 years of service, staff members are eligible to receive pension from the European Union Pension Scheme

6.6   Independence and declarations of interest

The job holder will be required to enter into a commitment to act independently in the public interest and to make complete declarations of any direct or indirect interests that might be considered prejudicial to his or her independence.

6.7   Appeal procedure

Candidates considering that their interests have been prejudiced in the selection process by a particular decision may request a review of, or launch an appeal against the decision adversely affecting them. Further information about the appeal procedures can be found in the Guide for Applicants on the EIT website.

6.8   Protection of personal data

As the body responsible for organising the competition, the EIT ensures that applicants' personal data are processed as required by Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (Official Journal of the European Communities, L 8 of 12 January 2001). This applies in particular to the confidentiality and security of such data.

Continue here for the application form

If you have difficulties to connect to the above link, you may copy and paste the following link into your Web application.
https://ec.europa.eu/dgs/personnel_administration/open_applications/CV_Cand/index.cfm?fuseaction=premierAcces&CFID=43272198&CFTOKEN=59090936&jsessionid=f4306b041d5468642323TR&langue=EN